

Attachment D

This exhibit depicts how existing training modules may be aligned under the new CCC progression lines established by this agreement. This listing depicts the training available by job classification, but it does not represent a required level of training for all employees within a specific job classification. The parties agree to meet and discuss significant changes to this training structure. Significant changes are when modules move from one job classification to another.

Proposed CCC Progression Line-Major Functions & Training Modules				
CSA-I	CSA-II	CSA-III	CSR	Sr-CSR
CTP Res Payment Agreements CTP Res Start/Stop Service CSS Account Maintenance Foundational Tools Outage Problems	CSS Res and Non-Res Collection CSS Res Start/Stop Service Small C&I Start/Stop Service Res Backoffice Billing	New and Upgraded Electric Service Res Energy Education C&I Backoffice Rebilling Res Billing Calls Misc Calls	Small C&I Energy Ed Small C&I Billing Calls Renewable Energy Advanced Billing	Escalated Contacts Training/Coaching Group Meeting Leader
New Employee Orientation	Disconnected Service Orders	Billing Calls-Residential	Billing Calls-Small C&I	Sr. CSR Skills
Web Retrieval	Add Customer	Callout Response-Advanced	Energy Education Small C&I	Instructor Orientation
Payment Assistance	Connect Service Orders- Residential	Budget Billing Calls	RTS Systems & Options	Instructor Training
Budget Billing Basics	POS ID and Security Deposits	WMS Intro	Responding to Legislative Complaints	
Residential Reco CTP	Connect Service Orders-Non Residential	REMSI	Renewable Energy- Processing Applications	
Lost and Misapplied Prints Introduction	Act 54 Introduction	Initiating WRs for New Service	Advanced Renewable Energy Training	
OnTrack Overview	Complaints and Disputes 2	Initiating WRs for Change of Service	LP Billing	
WATT Application	PA State Sales Tax Rule Introduction	Initiating WRs for Removals	Summary Billing	
PUC Dec Entry	Rate Schedules Introduction	Cancelling & Reactivating Work Orders	Mixed Meter Rebiling	
Web Self Service Application Overview	Establishing and Removing an Area Light	Initiating WRs for Relocation of Company Facilities	OnTrack Rebiling	
Programs to Help Customers	Customer Choice	Relocations, Tree Trimming, Misc Investigation Orders	OnTrack Bankruptcies	
Revenue Protection Intro	Budget Billing Explanation and Adj	Initiating WRs for Area Lights	Holiday Lighting	
Aspect Phones & Screen Pop	Landlord Coding	Energy Education- Residential	PUC Hearings	
Call Handling Expectations	Meter Reading and Billing	MyPPL Analyzer	Theft/Sensitive Acct Rebiling	
Telephone Techniques	CSS Payment Agreements	Carbon Calculator	Outside Attorney Interface	
Language Interpreter	Overdue Final Bills	Request Credit		
Call Intercept	Residential Reco CSS	Healing Customer Relationships		
CS Letters Introduction	Non-Residential Termination	Area Light Rebiling		
Office Communicator	Non-Residential Reconnection	C&I Back Office Billing & WFMs		
HuP- Three Point Communication	Special Agreements	Bankruptcies		
VPP	Service Orders and Field Orders Introduction	Line Extension Guarantee Billing		
Standards of Conduct and Integrity	Electronic Funds Transfer	Rate Change Requests/Rebiling		
Facility Emergency Plan	Collection Referrals	TOU Rebiling		
Human Performance	PUC Mediation Response			
Hazard Communication	Continuous Account Transfer Reversal			
Managing the Collection Experience	Residential High Balance WATT Referrals			
Complaints & Disputes 1	Working Faxed 30 Day Med Certs			
Residential Dunning	Transferring Balance from Finalled or Written off			
CTP Stop	Caring for Customers			
CTP Transfer	Introduction to Basic Billing			
CTP Start	Residential WFMs			
Customer Choice Introduction	Rate Schedules			
Landlord Coding introduction	Pennsylvania State Sales Tax Rules			
Reaching for Stellar Service	Late Payment Charges			
Components of Electric Bill	Issuing a Duplicate Bill			
CSS Introduction	Transfers & Refunds			
CSS Retrieval	Late Payer Program			
Account Information	Rejected Bills			
Documenting Contacts with Customers	Calculating and Applying Interest			
Maintaining Account Information	Security Deposit Waiver Mailbox			
Operation Help Enrollments	Due Date Change Requests			
Third Party Notification	EFT Billing			
Web Self Service Application	Adjust Metered Usage Application			
CSR Web Administration	Budget Billing Rebiling			
Web Self-Service Application Admin	Res Stopped Meter WATT Prep			
Power Problems	Res Stopped Meter Rebiling			
*A OneCall Introduction	Sales Tax Exemptions/Certificates			
	Connect at Wrong Address			
	Referrals to Attorneys			